

# Aging Issues

A publication for New Hampshire's older citizens

Volume 9 Issue 1

Spring 2005

## Special Ceremonies Celebrate New ServiceLink Resource Centers

Two long-awaited ServiceLink Resource Centers were launched at ribbon-cutting ceremonies held on December 13. The new Strafford Resource Center



*Celebrating the opening of the Belknap Resource Center in Laconia (December 13): Left to right: Belknap Resource Center Director Lisa Morris, Rep. Donald Flanders, Executive Councilor Raymond Burton, DHHS Commissioner John Stephen, Rep. Alida Millham, and Rep. James Pilliod.*

is located in Rochester and the Belknap Resource Center in Laconia. An atmosphere of enthusiasm and optimism characterized the ceremonies, which were attended by state and local officials, consumers, and representatives from advocacy and provider groups.

Since September of 2000, the NH ServiceLink Network has been helping seniors,

individuals with chronic illnesses or disabilities and their caregivers to locate and connect with the services they need. Now the Strafford and Belknap County ServiceLink sites have expanded their services to include:

- Face-to-face assessments conducted by a nurse in order to determine eligibility for Medicaid;
- Help in navigating the financial eligibility processes for Medicaid benefits;
- Face-face-counseling for people considering nursing home admission, which will provide them with information on all care options, including community options;
- Social Worker outreach to individuals recently discharged from acute hospitals to rehabilitation and skilled nursing facility beds;
- Information, needs assessments and supported referrals provided through face-to-face meetings, over the telephone or through Internet communications;
- Additional training and support for family caregivers.

The Strafford and Belknap Resource Centers are the first centers to be implemented statewide. The Resource Centers are intended to be single, comfortable and accessible entry points in the community where, regardless of income, people can access and learn about long term supports. These services will be provided free of charge to elders, persons with chronic illnesses and disabilities, and other members of the public.

Long-term supports can include a wide range of programs, including but not limited to: meals on wheels, home health services, housing assistance, pre-

*continued on Page 3*

## FROM THE BEAS BUREAU CHIEF

On behalf of the Bureau of Elderly and Adult Services (BEAS), welcome to the Spring 2005 edition of *Aging Issues*. BEAS is a strong supporter of home and community-based care, and in this edition you will find a number of articles intended to help seniors and persons with chronic illnesses or disabilities stay in their own homes. These articles are marked with this icon:



BEAS continues to work on initiatives that will give people more choice and control over the services they receive. Please feel free to contact me with your comments and suggestions. You can do this by regular mail sent to my attention at NH BEAS, 129 Pleasant St., Concord, NH 03301 or by email at [JAMoncher@dhhs.state.nh.us](mailto:JAMoncher@dhhs.state.nh.us)

With all best wishes,  
Jo Moncher



## New HomeCare Works Program Will Benefit Seniors

A new program is being developed to expand the workforce available to help New Hampshire seniors and persons with disabilities remain in their own homes.

The HomeCare Works Program will offer training in the home health field to qualified persons who are eligible for, or at risk of being eligible for, Temporary Family Assistance (TANF). HomeCare Works is part of the GraniteCare initiative, and was developed by the NH Department of Health and Human Services and other community partners.

Year 2000 census figures indicate that 147,970 persons living in New Hampshire (12% of the population) are age 65 or older. According to estimates provided by the Office of State Planning, these numbers will increase to 194,484 by 2010, and to 252,690 by 2015.

As the State's elder population increases, there will be more people needing long term care, including those

who are Medicaid-eligible. Much of the long term care in New Hampshire has been provided in nursing facilities. Although these facilities generally provide a high quality of care, the State's seniors have indicated overwhelmingly that they prefer to stay in their own homes. The Department of Health and Human Services encourages this choice through the Home and Community Based Care for the Elderly and Chronically Ill (HCBC-ECI). The success of this program, however, is challenged by the shortage of home care workers.

Terry Smith, Director of the DHHS Division of Family Assistance, says that the HomeCare Works Program will help support the choice of remaining in an independent setting.

"By increasing the number of home care workers, more seniors and persons with disabilities can live independently," Smith said, "and Home Care Works will also provide career

*continued on Page 6*

## "New Hampshire Speaks" Event Will Kick Off Conference on Aging

Persons attending the fifth annual New Hampshire Conference on Aging will have a unique opportunity to relay their views to the White House.

The conference, which will be held on May 26th at the Center of New Hampshire, Radisson Hotel in Manchester, is an officially designated location for the White House Conference on Aging scheduled for October in Washington, D.C. The May 26th conference will feature a segment called, "NH Speaks".

Moderated by NH Public Television's Beth Carroll, "NH Speaks" will focus on how seniors can maximize their ability to live independently. Seniors and other conference participants will have an opportunity to express their views on issues important to them. "NH Speaks" is being sponsored by Seniors Count (Manchester) a program administered by Easter Seals of New Hampshire.

The keynote speaker at the NH Conference on Aging will be Marie Smith, national president of AARP. Smith held leadership positions at the Social Security Administration and has had a lifelong interest in women's, multicultural and aging issues.

The Bureau of Elderly and Adult Services (BEAS), part of the NH Department of Health and Human Services, and Public Service of New Hampshire are the primary sponsors of the NH Conference on Aging. Marie Smith's visit is being sponsored by the New Hampshire Chapter of AARP.

"Giving New Hampshire seniors the unique opportunity to hear from a respected expert like Marie Smith, and to offer policy suggestions directly to the White House, will make this conference special for our organization as well as attendees, speakers and sponsors," said Jo Moncher, Chief of the Bureau of Elderly and Adult Services.

The conference will feature numerous workshops and exhibits. Some of the workshop topics are, "The Older Worker", "Staying Healthy", "Mental Health and Substance Abuse", "Demystifying Medicare 2006", "Adding To A Life of Learning", and "Financial Planning for Your Future".

*continued on Page 7*

## Table of Contents

Selecting An Adult Day Program .....	2
Commissioner's Corner .....	3
Join Your ACOA Today .....	3
Medicare and You .....	4
With a Little Help .....	4
Manage Medications Wisely .....	4
The Law and You .....	4
Reduce Your Risk of Falling .....	5
Project Coolair .....	5
Diet and Exercise .....	6
AARP Update .....	6
ACOA Calendar .....	7
NH ServiceLink Addresses .....	7
Becoming an LTC Ombudsman Volunteer .....	7





# Selecting An Adult Day Program

From Adult Day Services of New Hampshire

People who need help to stay in their own homes can receive important supports by attending an adult day program. Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day.

In addition to a director who oversees the adult day care program, other staff may include a registered nurse, a licensed practical nurse, a social worker, licensed nurses aides, a gerontology specialist, van drivers, and volunteers.

Adult day programs are designed to meet the individual needs of each participant. These programs also offer respite and peace of mind to the caregiver, since the caregiver knows that his or her loved one is at a facility where support and supervision are part of the daily routine.

“Adult day programs provide a tremendous amount of care for our seniors and persons with chronic illnesses or disabilities,” said Jo Moncher, Chief of the DHHS Bureau of Elderly and Adult Services. “These facilities are helping them stay in their homes and communities.”

New Hampshire law requires that adult day programs serving three or more clients must be licensed by the Department of Health and Human Services, Health Facilities Administration- Licensing. There are currently 28 licensed adult day programs in New Hampshire, and these are located in just about every county in the State.

The average cost of adult day programs ranges anywhere from \$45-75 per day. Some participants pay privately; others may be able to obtain assistance through sources such as Medicaid, the Home and Community Based Care Program (available to Medicaid-eligible individuals who meet certain eligibility criteria), VA contracts and some available grant monies.

The following steps will help you in your search for a quality adult day program in New Hampshire:

## Step 1 — Determine your needs.

What specific services are important to the potential participant?

- A safe, secure environment?
- Social activities?
- Assistance with eating, walking, toileting, medication?
- Therapies - physical, speech, occupational?
- Health monitoring - blood pressures, weight?
- Nutritious meals and snacks?
- Special diet?
- Exercise?
- Mental stimulation?
- Personal care - bathing, shampooos, shaving?

What do you, the caregiver, need?

- Occasional free time?
- Coverage while working?
- Transportation?
- Support?
- Assistance in planning for care?

## Step 2 — Call first.

Call Adult Day Programs and ask for a flier or brochure, eligibility criteria, a monthly activity calendar, a monthly menu and application procedures.

## Step 3 — Know what to ask.

Look for the following information in the material received. In addition, contact the Bureau of Health Facilities Administration at **1-800-852-3345, Ext. 4592** and ask to see the last two years of inspection reports for the adult day program you’re interested in.

- Owner or sponsoring agency
- Years of operation
- License certification
- Hours of operation
- Days open
- Transportation
- Cost-hourly, daily, other charges
- Conditions/diagnosis accepted
- Staff credentials
- Number of staff per participant
- Activities provided (variety, choice offered)
- Menu - appeal, balance

## Step 4 — Pay a visit.

After reviewing materials, make an appointment to visit two or more programs that might meet your needs.

## Step 5 — Check references.

Check references. Talk to two or three people who have used the center you are considering. Ask for their opinion.

## Step 6 — Try it out.

Select a program. Try it for a few weeks. It sometimes takes several visits for new participants to feel comfortable in a new setting and with a new routine. If you have questions or are experiencing any problems, ask for a meeting. Staff may have suggestions to make the transition easier both at home and at the program.

## Step 7 — Take care of yourself.

Relax. Your loved one is being well cared for. Remember, your loved one may not be able to recall all the activities enjoyed during the day. The

staff will gladly provide the missing details. The staff is there for you too. Ask for tips to make caregiving easier and additional resources available in the community.

When touring an Adult Day Program, use the answers to these questions to determine the right fit for you and your loved one.

- Did you feel welcome?

- Did someone spend time finding out what you want and need?
- Did someone clearly explain what services and activities are provided?
- Did they present information about staffing, program procedures, costs and what they expect of caregivers?
- Was the facility clean, pleasant and free of odor?
- Were the building and the rooms wheelchair accessible?
- Was there sturdy, comfortable furniture?
- Is there a quiet place for meeting with staff?
- Is there a place to isolate sick persons?

continued on Page 5



Derryfield School students exploring the field of social services chat with Mildred Pare, an adult day participant. Photo courtesy of Easter Seals Adult Day Services, Manchester, NH



Adult day participant Warren Wilson and young Sophia, a visitor to the center, share a funny moment together. Photo courtesy of Easter Seals Adult Day Services, Manchester, NH.



Easter Seals Adult Day Supervisor Nancy Zidle, adult day participant Rejeanne Juair and Amy, a Central High School student volunteer, pose for the camera following a group discussion of “Housekeeping and Child-Rearing in the 1920’s”. Photo courtesy of Easter Seals Adult Day Services, Manchester, NH

## ADULT DAY PROGRAMS IN NEW HAMPSHIRE

The following is a listing of the licensed adult day programs currently operating in New Hampshire. This listing was provided by the NH Department of Health and Human Services, Bureau of Health Facilities. **(1-800-852-3345, Ext. 4592)**

NAME AND ADDRESS	TELEPHONE (Area Code 603)	NAME AND ADDRESS	TELEPHONE (Area Code 603)
Adult Day Service Program, 200 Derry Road, Hudson 03051	883-0994	Merriman House, 3073 White Mt. Highway, No Conway 03860	356-5461
Alzheimer’s Respite Community Center, 610 Sullivan St., Berlin 03570	752-3336	Monadnock Adult Care Center, 456 Old Street Rd. Peterborough 03458	924-8620
Castle Center for Adult Group Day Care, 312 Marlborough St., Keene 03431	352-2253	Plymouth Regional Senior Center Adult Day Care, 8 Depot St., Plymouth 03264	536-1204
Compass Care, 127 Parrott Avenue, Portsmouth 03801	430-8615	Regency Senior Care Center, 172 Rockingham Rd, Londonderry 03053	434-9773
Connecticut Valley Home Care Day Out 958 John Stark Highway, Newport 03773	542-7771	Rockingham County Nursing Home, 117 North Rd. Brentwood 03833	679-5335
Cousins Adult Day Care, 11 Railroad Ave., Seabrook 03874	474-6099	Seaside Elderly Day Out Center, 441 Rear Lafayette Rd. Hampton 03842	929-5988
Easter Seal Society of NH, 555 Auburn St., Manchester 03103	623-8863	Silverthorne Adult Day Care Center, 23 Geremonty Drive Salem 03079	893-4799
Easter Seals Adult Day Services, 17A Church St., Laconia 03246	524-0272	St. Joseph Adult Day Health Center, 460 Amherst St. Nashua 03052	598-2470
Elliot Adult Day Program, 2 Elliot Way, Manchester 03103	663-2405	The Stevens Center, 10 Center St., Wolfeboro 03894	569-3350
Elliot Adult Day Program at the Arb, 70 Hawthorne Drive South Bedford 03110	624-9588	TLC Medical Day Care For Adults , 211 Loudon Rd, Courtyard Sq. #H, Concord 03301	224-8171
Homemakers of Strafford County, 215 Rochester Hill Rd. Rochester 03867	660-1770	TLC Medical Day Care For Adults II, 211 Loudon Rd. Courtyard Sq. #G, Concord 03301	224-8171
Horse Meadow Senior Center, 91 Horse Meadow Rd. North Haverhill 03774	787-2539	Upper Valley Senior Center: Good Company Day Program 10 Campbell St., Lebanon 03766	448-4213
Huggins Hospital-Adult Day Care, 240 South Main St. Wolfeboro 03894	569-7500	Vintage Grace, 12 Peabody Road, Derry 03038	425-6339
Kendal at Hanover Adult Day Care, 80 Lyme Rd., Hanover 03755	643-8900		
Maple Hill Community, 52 Colburn Rd, Temple 03084	878-0717		



# COMMISSIONER'S CORNER



lem for our state, and one for which we must begin to seek solutions now.

What is elder abuse and neglect? It can come in many forms, from physical, emotional or sexual abuse to financial exploitation to neglect or, among the most tragic situations, self-neglect. Some of these have clear answers, such as referral to law enforcement, while others can often linger without being identified. All of these causes seriously degrade the quality of life of our seniors.

As these issues are increasing, it is time for DHHS to work to find ways to reduce the impact of these cases of abuse and neglect and, to the extent possible, end them. For this reason, I have formed an Elder Abuse Advisory Council to review how DHHS, service providers, law enforcement and other groups can develop policies and practices as well as collaboration that will achieve the goals of protecting our seniors.

One area this Advisory Council will examine is building strong community partnerships in dealing with issues of elder abuse and neglect. Law enforcement plays a key role in this endeavor. The Manchester Police Department has an officer, Jeff Bolduc, who specifically focuses on senior issues. Hillsborough County has a senior outreach coordinator, Joe Byron, who takes a similar role. These groups work together with BEAS to investigate and

We need to work together to keep seniors safe. This is an inescapable conclusion that must be drawn, not from the series of high profile cases of abuse and neglect of our elders, but from the numbers themselves.

The Department of Health and Human Services (DHHS) tracks reported cases of abuse and neglect across the state through our Bureau of Elderly and Adult Services (BEAS). Last fiscal year, we found 2130 of these cases, an increase of 184 over the prior year. This fiscal year, which started July 1, 2004, we have seen even higher numbers than last. This is a growing problem

provide support for seniors. How can we build upon these activities statewide? What other areas do we need to explore for developing relationships? These are topics the Elder Abuse Advisory Council will consider.

A key role in stopping abuse and neglect is to identify cases early. We need to be able to provide education and awareness to this issue to the public so that they know the warning signs of abuse and neglect and report them. The groups who must be aware of these indications are those who see seniors most regularly. This includes doctors, nurses and other medical personnel who work directly with our elders, including home care workers. It also includes families, obviously, as well as people who provide other care, including meals on wheels drivers, senior center personnel and workers at senior housing. We hope to develop ways to build networks that can provide education so that these individuals can identify instances of abuse and neglect and know whom they should contact to report them.

The Elder Abuse Advisory Council must also focus on ways to begin outreach both to the seniors of the state as well as the general public surrounding the seriousness of this issue. We want to reinforce the message that we, as a society, will not tolerate abuse of our seniors. We must also let people know where they can report abuse and neglect, whether with DHHS or with law enforcement and what resources the state can make available to those seniors who are victims of these acts.

Our Elder Abuse Advisory Council will be made up of people from many areas who work with seniors. It will include representatives of the medical profession- including home care, law enforcement, the legal community, the AARP, and the state legislature, as well as DHHS staff at different levels. I hope that this wide range of ideas and viewpoints, but singular commitment in goal, will produce a comprehensive, but workable plan that can be implemented. The first meeting will be in March, but I am hopeful that this group will deliver a report by late summer or early fall of this year.

Our seniors are an enormous benefit to our society and we need to find ways to make sure they can remain safe. They have given so much that allows us to enjoy the strong communities we have in New Hampshire. The growing numbers of incidents of abuse and neglect are alarming and a note that we need to take action. Our Elder Abuse Advisory Council has taken the challenge and I look forward to the results.

John A. Stephen, *Commissioner*

## Join Your ACOA Today! Local committees provide a voice for seniors

By Margaret Morrill

If you're looking for a place where you can learn about helpful programs and work with others toward a better life for seniors, consider joining your local Area Committee on Aging.

Area Committees on Aging (ACOA) are independent local advocacy groups comprised of older adults, service providers, and other members of the general public. There are currently 12 ACOAs representing different regions of New Hampshire. ACOAs hold community-based public meetings where seniors can learn about and discuss issues that are important to them. These cover a wide range and often include local, community concerns, state and/or federal programs, or legislation.

### Monadnock Senior Advocates

One example of an ACOA is the Monadnock Senior Advocates, which covers Cheshire and Western Hillsborough County. This committee was formed in 1993, and includes 40 members, both consumers and representatives from provider agencies such as NH ServiceLink, senior centers, hospitals, home care agencies, assisted living facilities, nursing facilities and other organizations.

The Monadnock Senior Advocates meet monthly at the Keene Senior Center and often invite guest speakers. "We try to find topics that will be of interest," says Committee Chair Jim Beeler. Topics cover a wide range, including, but not limited to, Medicare, Social Security, prescription drugs, legal and financial issues, housing, medical ethics and end-of life care. Some topics

such as housing are presented annually, in order to ensure that people have the most current information. Recently, the group has been discussing the GraniteCare proposal on the Medicaid program that was developed by the Department of Health and Human Services.

Martha Bauman, a longtime member and former chair of the Monadnock Senior Advocates says that an important part of the group's mission is to share what they learn with others. Some members have done this during visits to senior housing sites or have passed on information to other organizations they belong to. The group has also written and performed short plays or skits for seniors that highlight various concerns; for example, how to communicate effectively with your doctor and advocate for your own health care.

Members of the Monadnock Senior Advocates have attended legislative hearings and are also involved in issues specific to their area. For example, members have met with staff from area hospitals and clinics in Keene to discuss ways of enhancing communication between staff and older patients. Last year, when Cheshire Medical Center in Keene, NH began renovations, committee members met with staff to offer suggestions about hospital access.

Another committee project is "Standing Ovation", an annual event held in Keene which celebrates the wisdom, spirit and contributions of seniors. The program generally in-

*continued on Page 5*

## New Resource Centers

*continued from page 1*

scription drug information, transportation, financial planning, legal assistance, caregiver supports, residential and nursing facility care, respite care and more.

Funding is provided through a federal grant that New Hampshire received in 2003 from the Administration on Aging and the Centers for Medicare and Medicaid. The DHHS Bureau of Elderly and Adult Services (BEAS) and the UNH Institute for Health Policy and Practice are working together to administer the grant and develop the centers.



Longtime senior advocate John "Jack" LaBonte discusses the importance of the Strafford Resource Center (Rochester) with DHHS Commissioner John Stephen at the ribbon-cutting ceremony held on December 13. Photo Credit: Courtesy of Foster's Daily Democrat, Dover, New Hampshire



At the Strafford Resource Center (December 13): 80-year-old Nan Roland talks to Jo Moncher, Bureau Chief of Elderly and Adult Services about how Service Link has helped her to remain in her home of 40 years. Photo Credit: Courtesy of Foster's Daily Democrat, Dover, New Hampshire.

According to Jo Moncher, BEAS Bureau Chief, the Resource Centers do not duplicate existing programs, but rather build upon and integrate existing programs in a way that provides easier access for consumers. This includes streamlining the clinical and financial eligibility process for Medicaid long-term support benefits.

"Consumers can go to one place to determine all the options and services available to them, instead of trying to piece together assistance from multiple agencies," said Jo Moncher, BEAS Bureau Chief. "The Resource Centers can also help people find the supports they need to stay in their own homes."

## Outstanding Senior Volunteers To Be Honored Vaughan Award Nominations Sought!

The NH State Committee On Aging (SCOA) is seeking nominations for this year's Joseph D. Vaughan Awards, to be presented later this year. The Vaughan Awards are presented annually to one senior (or one couple) from each county who is/are over the age of 60, and who has/have shown outstanding leadership or demonstrated meritorious achievement as volunteers on behalf of New Hampshire's older citizens.

Nominations for the Vaughan Awards are being accepted until **March 11, 2005**. To obtain a nomination form, call Karen or Lois at **1-800-351-1888** or write to the State Committee On Aging, c/o Darwin Farber, 129 Pleasant St., Brown Bldg., Concord, NH 03301-3857.



# Medicare and You

## Dear HICEAS:

*I'm 65 years old and working full time. I have health insurance through my job. Can I turn down Medicare without a penalty as long as I'm employed?*

*Signed: Ms. Smith from Laconia*

Dear Ms. Smith,

Signing up for Medicare Part B while you are still employed depends on the number of people employed by your company.

• **For a company with fewer than 20 employees:**

Medicare is your primary coverage. If you have not yet enrolled, you should enroll during your Initial Enrollment Period (a seven month period including the three months before, the month of and the three months following your birthday). If you decline Medicare Part B, Medicare and your job coverage (with limited exceptions, such as federal retiree HMO plans) will not pay for your doctors' services and other medical care and you may have to pay premium penalties when you enroll in Medicare.

• **For a company with 20 or more employees:**

Your employer group health plan is your primary insurer – meaning the group insurance would pay first. You do not need to enroll in Medicare if you are satisfied with your job coverage. You can delay enrollment in Part B and can enroll in Medicare without penalty at any time you still have group health coverage, and for eight months after you lose your group health coverage or you stop working, whichever comes first.

(Note: For people with Medicare **under the age of 65**, you should enroll in Part B if there are **fewer than 100 employees** in your company.)

**HICEAS** stands for *Health Insurance Counseling, Education and Assistance Services* – the NH state health insurance program designed to help people answer their questions about Medicare. Please call **1-800-852-3388** to get your answers. HICEAS is provided by a grant funded by the Centers for Medicare & Medicaid Services and administered by the Bureau of Elderly and Adult Services.



## Manage Medications Wisely, Live Safely

By Melissa Heinen

*“Hello, Poison Center? I just realized that I accidentally took my medicine twice this morning. Am I going to be OK?”*

That is a very good question! If you make a mistake in your medication dosage, how this affects you will depend on the type of medication you're taking, when the next dose is due and other factors.

Many people think that poisonings happen only to young children. Few people realize that while children are more often exposed to poisons, adults suffer more serious injuries and deaths due to poisonings. One of the major causes of poisonings for adults is the adverse drug reactions which occur due to unsafe medication use. Another cause is unsafe use of household products.

As the state educator at the Northern New England Poison Center (NNPEC), I have been working with various agencies to provide information to seniors about poison prevention. Here are some steps you can take today to decrease your risk.

### Medicines

Most seniors take two to seven medications per day. Taking so many medications can be confusing and frustrating. It can be difficult to remember and manage different schedules, side effects and restrictions. In addition, as a person ages, many body processes slow down. This natural change in bodily function affects the way medications are absorbed and used by the body. It is helpful to remember the following:

✓ Only a health care provider is qualified to determine if you should use prescription medicines at any given time.

✓ Any medication, including prescription, herbal remedies and over-the-counter medications can be misused. Please discuss everything you take with your health care provider.

✓ Keep a record of your prescription and over-the-counter medications. Bring this record with you each time you visit your doctor or other health care professionals.

✓ Understand all your medication instructions before leaving the doctor's office or pharmacy. Don't hesitate to call the doctor or pharmacist if you have questions later on or experience side effects.

✓ Read and follow directions before taking or giving medications. Even over-the-counter medications can be unsafe for people who take other medications or have medical conditions. It is best to consult a pharmacist or doctor before taking any new medication.

✓ Keep a daily medication calendar to organize your dosing schedule. Mark off medications after each dose is taken. This will help remind you when to take medications and/or remind you whether a medication has been taken.

✓ Establish a regular routine about where and when you take your medication. If you can tie it to another activity, like brushing your teeth or having your morning juice, you are less likely to forget taking regular medications.

✓ Store medications in original containers or in a weekly pill reminder. Consider purchasing a child-resistant pill organizer if any children spend time in your home. You can purchase the child-resistant pill organizer at most pharmacies.

*continued on Page 6*



## With A Little Help Good-Humored Caregiving

by Dennis R. Hett

We know from experience that caring for a loved one is serious business.

You have, no doubt, already learned much about giving care - how to protect your back when lifting, how to prevent falls, making yourself understood to a person who is hard of hearing.

Have you also learned that humor eases the burdens of caregiving?

Caregivers need humor for two reasons, says James R. Sherman, Ph.D. in his book *The Magic of Humor in Caregiving* (Pathway Books, 1995):

— To survive the rigors of caregiving.  
— To maintain our own mental and physical well-being.

I add a third reason for you: To keep your relationship with the person receiving the care healthy.

Let's look at each reason more closely:

**To Survive Caregiving** – Remember the television series *M\*A\*S\*H*? Each episode showed Hawkeye Pierce and his pals getting through the horrors of war by laughing at almost everyone and everything.

Laugh a little. You'll be better able to meet the challenges of caregiving.

British actor Peter Ustinov agrees: “Comedy is simply a funny way of being serious.”

**To Stay Healthy** – “Bad stress” disappears when we laugh.

Laughter sweeps out many of the worries and fears that set the stage for illness. So says Dr. James Walsh, former medical director of the School of Sociology at Fordham University.

A good belly laugh releases natural substances that make us feel good.

Author Norman Cousins laughed himself out of a chronic illness that had baffled his doctors. Cousins reported in his 1976 book *Anatomy of an Illness* that ten minutes of solid belly laughter each gave him two hours of pain-free sleep at night.

Cousins had described the effect of endorphins. The brain produces these pain-killers when we laugh. When we feel good, we fend off infections and other threats to our health more effectively than we do when we are “down.”

“Caregivers who laugh, last,” says Dr. Sherman.

**To Keep the Relationship Healthy** – Laughing does more than relieve inner tension; it also relieves tension between people.

We all experience many feelings. In the course of one day, we may get angry, express love, laugh, become sad. You can name more feelings.

*continued on Page 7*

## The Law and You

The following question and answer is provided courtesy of Judith Jones, Directing Attorney at the Senior Citizens Law Project, NH Legal Assistance.

**Q:** *I live on a small Social Security check and I do not have any savings. If I have an unexpected expense, like a high heating bill, I can't pay my rent. My landlord told me that I could go to my town for help. I hate to go to the town, but I might have to. Can you tell me how to apply for town help?*

**A:** Many seniors find it difficult to ask for help but sometimes knowing how the system works and what to expect can make the process easier. Also the law requires that the town keep information about individuals applying for assistance strictly confidential.

Each city and town in New Hampshire has an obligation to assist individuals unable to support themselves with for their basic needs. Basic needs include, but are not limited to, food, medicine, heat, electricity, housing and personal needs.

All towns have written guidelines that explain the application process, eligibility criteria and how to appeal a denial. You should be sure to ask the town for a written application. The application will have questions about your income and resources, your monthly expenses and your ability to work.

Generally, towns will respond to an application within five days or sooner if the request involves an emergency need (for example, medication). We suggest that you ask for a written decision from the town that states the basis for the decision and an explanation of your right to appeal the decision.

If you receive assistance you do not have to pay the town back unless you can make the repayment without any financial hardship. The town can put a lien on any real estate you own for the amount of assistance, but it cannot enforce the lien as long as you, your spouse, or an adult disabled child lives in the home.

Unfortunately, there are a lot of myths about local welfare. For example, some people think that if they ask for help from the town once, that they can never ask again. The law requires each town to provide assistance with basic needs whenever someone is in need and unable to support themselves.

Please call the Senior Advice Line (see below) if you have any questions about local welfare. Our advocates have information about a variety of benefit programs that might help you stretch your income.

NH Legal Assistance operates the Senior Legal Advice Line, which is free and available to any NH resident who is age 60 or older. You can access the Advice Line from 9am-noon on Monday, Tuesday, Thursday and Friday, and from 1-4pm on Wednesday. Toll-free number: **1-888-353-9944** or in Manchester only, **603-624-6000**. TTY: **1-800-634-8989**.





## You Can Reduce Your Risk of Falling

By Rhonda Siegel

Do you know that one of every three older adults in New Hampshire fall every year? Falls are the leading cause of injury deaths for people 65 and over. Some falls are beyond our control, however, there are steps you can take to reduce some of the risks involved.

Are you at risk of falling? Here are some questions you should ask yourself:

- Do you feel unsteady reaching for objects overhead?
- Do you have difficulty or dizziness getting up from a chair?
- Do you have difficulty picking objects up from the floor?
- Have you fallen in the past six months?
- Are you unsteady with quick turns or on uneven ground?
- Are you unsteady at night when lighting is low?
- Do you take four or more medications daily?
- Does your alcohol use affect your balance?
- Have you noticed a decrease in hearing?
- Have you noticed a decrease in vision?
- Have you had a recent illness or injury that has caused a lifestyle change?
- Do you have a chronic neurological condition or other chronic medical problem?
- Do you have a condition that affects feeling in your feet or ankles?
- Have you become fearful of walking or leaving your home due to a decreased sense of balance?

If you answered, "yes" to any one or a number of these questions you are at risk for falling. Here are some things that you should be aware of: Dizziness can result from many conditions and should be evaluated by your primary health care provider. A common problem is low blood pressure when standing, causing one to feel lightheaded. Another common source of dizziness is inner ear or vestibular problems. Dizziness caused from vestibular problems can often be treated successfully with exercise.

Unsteadiness with standing, walking or a change in activity level may indicate a balance problem.

Poor or ill-fitting footwear can also adversely affect balance and gait.

Many medications have side effects that can impair your coordination and balance or cause dizziness. Medication risk increases with the number of medications that are taken. Four or more have been shown to increase fall risk. Speak with your pharmacist or physician about the medications you are taking. Excessive alcohol use can also negatively affect balance.

With decreased ability to hear it may be difficult to localize the source of a sound or one may not hear a vehicle or person approaching. Inability to accurately see one's environment can lead to falls. A change to bifocals may temporarily affect your balance. Changes in depth perception may also contribute toward falls. Check your home and make sure your living areas are well lit and walkways are clear of obstacles.

Other common problems include decreased flexibility in your neck and body, and decreased hip and ankle strength and flexibility can also be risk factors.

The more "yes" answers there are to the questions cited above, the greater the risk of falling. It's best to consult your primary care provider about your concerns. He or she can help you address medical issues and/or refer you to the appropriate program.

Remember you CAN reduce your risk of falling. For more information, please call the NH Falls Risk Reduction Task Force at **1-877-783-0432**.

*Rhonda Siegel works in the NH Injury Prevention Program and is Co-Chair of the NH Falls Risk Reduction Task Force. "You CAN Reduce Your Risk Of Falling", is a public information campaign by the NH Falls Risk Reduction Task Force.*

## Adult Day Programs

*continued from page 2*

- Is there a quiet area where participants can rest?
- Did you see cheerful faces on staff and participants?
- Are participants involved in planning activities or making other suggestions?

For further information about adult day services or to locate one in your community, contact NH ServiceLink toll free at **1-866-634-9412** or Paula Faist, President of Adult Day Services of NY at **603-893-4799**.

## ACOA

*continued from page 3*

cludes workshops, lunch and entertainment, and will be held again in June 2005.

If you're interested in learning more about the ACOA in your area, please contact the Committee Chair (see the listing on the *Aging Issues* Directory Page). ACOA meeting schedules can be found in the Calendar on page 7.

## Sullivan County ACOA Reorganizes

The Sullivan County Area Committee on Aging is reorganizing. This group held its first meeting on January 10 at the Sugar River Savings Bank in Newport. Attendees included consumers and representatives from the Bureau of Elderly and Adult Services' Claremont District Office, The Lake Sunapee Visiting Nurses Association, Connecticut Valley Home Care, FamilyStrength, West Central Services, Sullivan County ServiceLink, Trusting Hands (Home Care), and the Claremont Senior Center. State Representative Beverly Rodeschin also attended.

Bunny Perry, Acting Chair of the committee, says the committee plans to meet monthly (see page 7) and provide attendees with an opportunity to learn about different services and programs. Perry, who has worked for the Meals on Wheels program at the Newport Senior Center for 15 years, says that seniors need information on helpful resources such as Commodity Foods, Fuel Assistance, the Home and Community-Based Care for the Elderly and Chronically Ill (HCBC-ECI) Program administered by BEAS, and more.

She also hopes that the committee will be a means whereby Sullivan County seniors can discuss and comment upon issues that are important to them, such as transportation needs and the DHHS Granite Care proposal.

"Knowledge is power," says Perry. "People need a voice."

## With A Little Help

*continued from page 4*

Many people in our culture believe that everyone who needs care is always sad and despairing. They think that the best attitude a helper can show is a serious attitude.

Have you noticed that this is not necessarily the case? Have you noticed that we still laugh when we are sick, frail or disabled?

Here's my advice: When the person you care for bursts into laughter, join in as they laugh.

Do this at least once every day. You will feel the difference. Caregiving will become easier, too.

*Dennis Hett manages ServiceLink of Hillsborough County.*



## Project CoolAir – A community responds

In the summer of 2000, Gordon McCollester, CEO of Area HomeCare & Family Services, Inc. was visiting an elderly client at the Margeson Apartments in Portsmouth, NH. It was a hot July day and the woman, whose apartment is on the sixth floor, was sitting in front of an eight-inch fan, attempting to cool herself.

When McCollester asked where her air conditioner was, she told him she could not afford one. He returned to his office, bought the woman an air conditioner and had it installed.

He learned that when the housing authorities build housing for the elderly, central air is apparently, a cost prohibitive item. Elderly living in housing authority facilities have to purchase their own air conditioner, pay to have it installed, and then have it removed for storage.

That summer, working closely with the Portsmouth Housing Authority (PHA), Area HomeCare completed a survey at the Margeson Apartments. This involved asking each tenant if he or she had an air conditioner, and if not, did the tenant need one.

In the summer of 2001, Area HomeCare raised \$5,000 and purchased enough air conditioners to respond to the needs of the tenants at the Margeson Apartments. In 2002, they surveyed other PHA facilities and were able to meet the needs of tenants in those facilities with funding provided by the Portsmouth Rotary, the Greater Piscataqua Community Foundation, local banks and merchants.

*Area HomeCare & Family Services provides nonmedical home care services to the elderly and persons with chronic illnesses or disabilities who live in Rockingham County.*

"We had no problem raising money," said McCollester. "Once you raise the public awareness about this health problem and how easy it is to correct it, people open their pocketbooks."



*Al Reynolds (L), an Exeter Rotary member shows EHA resident Joyce Feilleux her new air conditioner. Vern Sherman (R), Executive Director of the EHA, looks on.*



*"Teddy" Paradis, an Exeter Housing resident and Project CoolAir recipient, enjoys her unit.*

Recently, the Exeter Rotary raised \$6,000 and met the requests coming from the residents of the Exeter Housing Authority (EHA). Al Reynolds, a member of the Exeter Rotary and a board member of the Agency, led that program development. Vernon Sherman, executive director of the EHA praised the program, and said: "Our residents are very elderly and I don't know how they would survive the hot summer without air conditioning in their rooms."

While McCollester continues to raise money - the Hampton Rotary just voted funds to begin the program in Hampton, NH - he would like to see the program expanded statewide by linking local housing authorities with community service organizations such as local Rotary Clubs, in order to meet the need in each community.

"I would like to see this program take hold throughout the state and, with a little luck, for instance, with the support of local Rotary Clubs, I see no reason this could not become a national program," said

McCollester.

If you would like more information on how to start a Project CoolAir in your community, please call Gordon McCollester at **(603) 436-9059 Ext. 214**.



## HomeCare *continued from page 1*

opportunities for recipients of the Family Assistance Program.”

Funding for HomeCare Works will be provided through 100% federal dollars.

TANF recipients who are interested in HomeCare Works will be screened for interest and aptitude by the NH Employment Program (NHEP) in order to find ideal candidates for the home health field. Criminal background checks will be required. NHEP and a network of local agencies will serve in an advisory capacity and be an employment link to the health care community.

Individuals who enroll in the HomeCare Works Program can choose to be trained as licensed nursing assistants, licensed practical nurses or registered nurses, in accordance with the standards set by the NH Board of Nursing. For those interested in becoming homemakers, training is also being developed.

Only after confirmation of successful training and, when required, the receipt of a credential or license, will an individual be able to provide care, and the individual will be placed with a provider agency that will supervise and monitor their work. Additional supports will be developed to ensure successful transitions into these new careers.

New Hampshire taxpayers will also benefit from HomeCare Works. Through the provision of high-quality home care, more seniors will be able to choose community living rather than higher-cost nursing facility care, and this will help lower Medicaid costs.

HomeCare Works is scheduled to begin operating on July 1, with two pilot sites: one in Berlin and the other in Manchester.

Partners in developing the HomeCare Works Program include the DHHS Division of Family Assistance, the Bureau of Elderly and Adult Services, the Home Care Association of NH, Quality Care Partners (Manchester), Androscoggin Valley Home Care (Berlin) and Tri-County Community Action (Berlin).

## Diet and Exercise: Your Keys To Good Health

By Jebb Curelop

If you want to enjoy good health and independence in your later years, it's best to pay attention to your diet and get regular exercise. Doing these things can also help lower health costs.

Obesity is the second leading cause of preventable deaths in the U.S., claiming 300,000 lives per year. Reports from the National Institute of Health tell us that as many as 97 million adults are now overweight or obese, substantially increasing their risk of associated health problems such as cancer, heart disease, stroke, diabetes, and many other illnesses.

And the financial costs of obesity are staggering: \$117 billion in the year 2000 alone, according to a recent "Call To Action" report from the U.S Surgeon General.

There is more bad news. The federal government recently announced that cancer has surpassed heart disease as the top killer of Americans under 85. But in response, NH Department of Health and Human Services Commissioner John Stephen has said, "We hope to get the message out that good diet and exercise, healthy lifestyle choices and regular checkups with your doctor can make a big difference in avoiding and detecting cancer."

State Medical Director William Kassler echoed these sentiments, saying that "almost half of all cancers can be prevented through smoking cessation and improved dietary habits".

In new dietary guidelines published by the federal government, Americans are advised to consume fewer calories and exercise 30 to 90 minutes a day. The new guidelines reflect a message that the wellness community is increasingly relaying to the public: **diet and exercise work hand in hand.**

In a recent article written by Hattie Bernstein and published in the *Nashua Telegraph*, Lindsay Clapp-Hansen, a registered dietitian at St. Joseph Hospital in Nashua, commented that attention needs to be paid to the amount of caloric intake and the output of energy. Regarding the new dietary guidelines, she stresses three recommendations: 1) decrease calorie intake; 2) increase daily activity and 3) make wiser food choices. Eating more fruits and vegetables daily, and consuming more foods rich in whole grains are important considerations. It's also important to cut down on processed foods such as hot dogs

## AARP Update

It's tax time! That means it's Tax-Aide time, too!

Over 200 volunteers at nearly 70 sites across New Hampshire have geared up for this year's Tax Aide effort, which was launched on February 1, 2005. AARP's Tax-Aide program, a partnership between the AARP Foundation and the Internal Revenue Service, provides free tax-counseling and preparation services to low- and middle- income taxpayers, with special attention to individuals age 60+. Last year, over 11,500 New Hampshire residents were served by our volunteer tax counselors.

For the 2005 tax filing season – which runs through April 15 – New Hampshire's Tax-Aide program has several improvements. More sites will be equipped to do electronic filings, resulting in faster refunds. And you'll notice sites with evening and weekend hours to accommodate taxpayers who work during the day.

To find an AARP Tax-Aide counselor in your neighborhood, check out the AARP web site at [www.aarp.org/taxaide](http://www.aarp.org/taxaide) or call the AARP hotline at **1-888-227-7669**. Determine a location, time and date that's convenient for you. Be sure to pay attention to special times and dates offered at various locations. And, if a site states that you'll need to make an appointment, be sure to call the listed telephone number to get on their schedule.

This year, take the anxiety out of tax time and visit an AARP Tax-Aide site. Interested in helping others take the anxiety out of tax time? Volunteer for AARP Tax-Aide, whether you're a tax preparer or not. Simply call the AARP hotline or visit the web site referred to above.

## Managing Medications *continued from page 4*

- ✓ It is common for children to accidentally take their grandparents' medication. Avoid taking medication in front of young children; they like to imitate. Never refer to medication as candy. Contact the Poison Center for information on how to prevent poisonings in your home, especially if children spend time in your home.
- ✓ Never give your prescription medication to somebody else or take medication prescribed for a friend or relative. The same medication may work differently for different people.
- ✓ Do not consume alcohol with medications until you check with your doctor or pharmacist. Mixing alcohol with some medicines may cause drowsiness, hamper the medicine's effectiveness or create a potentially dangerous situation.
- ✓ Check for an expiration date on your medication label and safely dispose of all out-of-date medicines where children and pets cannot reach them (for example, flush down the toilet).

**Household Products**

- ✓ Always read and follow label instructions before using household products.
- ✓ Do not mix products - this could produce toxic fumes.
- ✓ Store chemicals and household products in their original containers. If you put products in food or beverage containers, someone may eat or drink them by mistake.
- ✓ Keep products in a place that is inaccessible to children or pets, i.e. on a high shelf or in a locked cabinet.

**In Case of Emergency...**

If you have a poison emergency, call The Northern New England Poison Center toll-free at **1-800-222-1222**. You can also call the Center to learn more about how to prevent poisonings. *The NNEPC offers free poison prevention information, treatment and services to all New Hampshire residents. The toll-free Help Line at the Poison Center (1-800-222-1222) provides free, confidential, expert telephone assistance 24 hours a day (TTY available).*

and potato chips, and to choose "healthier" fats found in foods such as peanut butter and unsalted nuts, including peanuts, walnuts, almonds and pistachios. The new 2005 dietary guidelines from the federal government provide more detailed information on wise food choices (check out the web site at [www.healthierus.gov/dietaryguidelines](http://www.healthierus.gov/dietaryguidelines)).

Clapp-Hansen also indicates that the new dietary guidelines are not a "one size fits all" prescription, since advice on diet and activity needs to be personalized depending on the needs of the individual.

The combination of exercise and diet will go a long way to assist an older person to remain in his or her own home. There are many types of exercise to choose from, including but not limited to: strength training, aerobics, walking, biking, swimming exercise or "aqua-size" programs. Before beginning any exercise program, it's best to consult with your doctor, especially if you have high

blood pressure, heart disease, bone or joint problems or other conditions.

When you begin exercising, start slowly and build up your activity gradually to avoid getting hurt.

Strengthening exercises enable seniors to continue to perform the activities of daily living needed to maintain their independence. Something as simple as doing arm curls with a 16 ounce can of Boston Baked Beans, with 10 repetitions two or three times, is a recommended way of strengthening the arms.

Another possible exercise to strengthen the arms and shoulders is a wall push-up: using your extended arms from a standing position against a wall, push ten times, two or three times a week.

Walking can be another tremendous no-cost exercise routine for many seniors. Strength and endurance increase with the amount of time of each walk. You may want to bring a friend, spouse or relative

*continued on Page 7*

### Aging Issues

**Executive Editor**  
Jo Moncher

**Managing Editor**  
Margaret Morrill

**Advisor**  
(NH State Committee on Aging)  
Bob Montgomery

**Design**  
NH Bureau of Graphic Services

**Printing**  
*The Times Record*  
Brunswick, Maine

*Aging Issues* is a quarterly publication of the NH Bureau of Elderly and Adult Services (BEAS) and the NH State Committee on Aging (SCOA). *Aging Issues* is included as an insert in the *Senior Beacon* (circulation: 28,000). An additional 15,500 copies are distributed based on a mailing list maintained by BEAS. *Aging Issues* may also be accessed on the New Hampshire Department of Health and Human Services web site at [www.dhhs.state.nh.us/DHHS/BEAS](http://www.dhhs.state.nh.us/DHHS/BEAS)

Send news items or other correspondence to NH BEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email:

[mmorrill@dhhs.state.nh.us](mailto:mmorrill@dhhs.state.nh.us)



# Calendar

## State Committee on Aging Meetings

For information, call BEAS at (1-800-351-1888, Ext. 8772).

## Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

**Belknap** – Third Tuesday of each month at 1pm, at varying locations

**Carroll** – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

**Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County)** – Third Wednesday of each month at 9am, at varying locations

**Coos** – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations. Next meeting is April 13.

**Grafton** – Meets quarterly at the Plymouth Regional Senior Center. Call the Chairperson for more information.

**Greater Manchester** – Third Thursday of each month, at 1:30 pm, at varying locations.

**Greater Nashua** – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center on Temple St. in Nashua.

**Merrimack** – Third Tuesday of each month, at 10:30 am, at varying locations.

**Rockingham** – Second Tuesday of each month, at 10am, at varying locations.

**Strafford** – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester.

**Sullivan** – Second Tuesday of each month at 9:30 am, in varying locations.

**North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** – Fourth Friday of each month, at 9:30 am, at varying locations.

## Conference on Aging *continued from page 1*

Workshops for family caregivers will include: “Doing The Detective Work: Tools To Prevent Challenging Behaviors”, “FUN-damental Caregiving or How To Best Care for your Loved One and Still Have A Life”, “Medications and Drug Interactions: What Caregivers Should Be Aware Of” and “Personal Skills For Caregivers”.

A special lounge will be available at the conference to enable caregivers to relax in an informal living room style setting. Caregivers can get to know each other or just take a breather. Special treats such as snacks, chair massages, and Reikki will be available, and there will information tables displaying a wide array of resources.

The NH Conference on Aging will be held from 8am-3:30pm on May 26th. Tickets to attend the conference will be \$12 for persons age 60 and older, and \$45 for all others. The ticket price includes lunch. Participation in the “NH Speaks” event will be free of charge to anyone who would like to attend.

Assistance will be available for those with vision or hearing loss, and can be requested on the conference registration form or by calling BEAS before the conference at **1-800-351-1888**.

To request a conference registration form, or to inquire about exhibitor and sponsorship opportunities, contact BEAS toll-free at **1-800-351-1888** or email: [nhconferenceonaging@dhhs.state.nh.us](mailto:nhconferenceonaging@dhhs.state.nh.us)

## Diet and Exercise *continued from page 6*

with you. During the winter months, walkers can use one of the many shopping malls in the state.

Senior centers in New Hampshire often sponsor fitness and wellness programs. To locate the senior center in your area, call NH ServiceLink at **1-866-634-9412**. You may also want to check with other resources in your area, e.g. hospitals or clinics, your local recreation and parks department or the YMCA to see what they have to offer in the way of fitness programs.

You can also find helpful exercise information on the web; try checking out [familydoctor.org/754.xml](http://familydoctor.org/754.xml) or go to the AARP web site at [www.aarp.org](http://www.aarp.org)

The combination of regular physical activity and a healthy diet will go a long way toward improving your quality of life.

*Jebb Curelop is the Business Manager at Life Coping, Inc. in Nashua, NH, an organization that provides home health care and private case management services for the elderly and adults with chronic illnesses and disabilities.*

# The New Hampshire ServiceLink Network

**1-866-634-9412**

[www.servicelink.org](http://www.servicelink.org)

*Established in 2000, ServiceLink is a statewide network of locally administered community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellite offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living.*

*To learn more about services available in home-care options, caregiver supports, employment issues, financial/ retirement planning, active aging or community involvement, users call the toll-free number cited above and connect with a nearby ServiceLink location. Friendly and knowledgeable people listen to callers’ interests or needs and provide information about available local and statewide services and opportunities, so that callers are able to make choices and plans for themselves.*

### Belknap County ServiceLink

780 No. Main Street  
Laconia, NH, 03246  
**Local Line: 528-6945**  
Lisa Morris, Director

### Carroll County ServiceLink

448 White Mountain Highway  
P.O. Box 420  
Chocorua, NH 03817  
**Local Line: 323-9394**  
Susan Deyoe, Director

### Coos County ServiceLink

Berlin Senior Center  
610 Sullivan St., Suite 6  
Berlin, NH 03570  
**Local Line: 752-6407**  
Patti Stolte, Director  
Karen Ross, Coordinator

### Grafton County ServiceLink

Center for Elder Services  
10 Campbell St.  
Lebanon, NH 03766  
**Local Line: 448-1835**  
Co-Directors: Dana Michalovic,  
Karen Whitaker

Littleton Area Senior Center  
38 Cottage St., PO Box 98  
Littleton, NH 03561  
**Local Line: 444-4498**  
Contact Person: Faith Lafayette

### Hillsborough County ServiceLink

Manchester  
555 Auburn Street  
Manchester, NH 03103  
**Local Line: 644-2240**  
Dennis Hett, Director  
Nancy Sevigny, Coordinator

Nashua  
Community Council of Nashua  
7 Prospect Street  
Nashua, NH 03060-3990  
**Local Line: 598-4709**  
Ruth Morgan, Coordinator

### Merrimack County ServiceLink

2 Industrial Park Drive  
PO Box 1016  
Concord, NH 03302  
**Local Line: 228-6625**  
Beth Benson, Director

### Monadnock ServiceLink

20 Norway Avenue  
Keene, NH 03431  
**Local Line: 357-1922**  
Melinda Feola-Mahar, Director

### Rockingham County ServiceLink

Seacoast  
30 Maplewood Avenue  
Suite 210  
Portsmouth, NH 03801  
**Local Line: 334-6593**  
Julie Stone, Seacoast Director

Salem  
154 Main Street  
P.O. Box 1363  
Salem, NH 03079  
**Local Line: 893-9769**  
Connie Young, Director

### Strafford County ServiceLink

1 Wakefield Street  
Suite 306  
Rochester, NH 03867  
**Local Line: 332-7398**  
Becky May, Director

### Sullivan County ServiceLink

96 Main Street  
PO Box 1338  
Claremont, NH 03743  
**Local Line: 542-5177**  
Gail Merrill, Director

## You Can Make a Difference!



## Become a Long-Term Care Ombudsman\* Volunteer

Become an advocate for nursing home residents

- Help to ensure their quality of care and life
- Learn about long-term care, aging, advocacy and more
- Protect and promote Residents’ Rights
- Receive reimbursement for service-related travel
- Set your own schedule

**FOR INFORMATION, CONTACT**  
**Office of The Long-Term Care Ombudsman**  
**(800) 442-5640 or (603) 271-4375**



\*Ombudsman is a Scandinavian word that means “advocate.” Volunteer Ombudsmen advocate for residents of nursing homes and residential care facilities as they visit with them and monitor the quality of care.



# Guide to Services

## Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Chief:**

Jo Moncher
- Central Office:**

129 Pleasant Street, Brown Building  
Concord, New Hampshire 03301-3857
- Toll Free Phone:**

800-351-1888
- TDDY:**

800-735-2964
- Web Site:**

www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:**

For telephone numbers, see “Important NH Phone Numbers” below.

**Information on BEAS Services and Programs:**  
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.  
**NH ServiceLink Network:** 866-634-9412  
**Adult Protection:** The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and

investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

**NH Family Caregiver Support Program:** This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

**Senior Prescription Drug Discount Program (For persons age 65 and older):** Call 888-580-8902.  
**Long-Term Care Ombudsman:** The Long-Term Care Ombudsman Program receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

## Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
<b>Berlin</b>	<b>800-972-6111</b> 603-752-7800	<b>Littleton</b>	<b>800-552-8959</b> 603-444-6786
<b>Claremont</b>	<b>800-982-1001</b> 603-542-9544	<b>Manchester</b>	<b>800-852-7493</b> 603-668-2330
<b>Concord</b>	<b>800-322-9191</b> 603-271-3610	<b>Nashua</b>	<b>800-852-0632</b> 603-883-7726
<b>Conway</b>	<b>800-552-4628</b> 603-447-3841	<b>Portsmouth</b>	<b>800-821-0326</b> 603-433-8318
<b>Keene</b>	<b>800-624-9700</b> 603-357-3510	<b>Rochester</b>	<b>800-862-5300</b> 603-332-9120
<b>Laconia</b>	<b>800-322-2121</b> 603-524-4485	<b>Salem</b>	<b>800-852-7492</b> 603-893-9763

<b>Commodity Supplemental Food Program</b>	800-942-4321
<b>Consumer Protection for Public Utilities</b>	800-852-3793
<b>Consumer Protection for Insurance</b>	800-352-3416
<b>Food Stamp Information</b>	800-852-3345
<b>Foster Grandparent Program</b>	800-536-1193
<b>Fuel Assistance Information</b>	603-271-8317
<b>Governor’s Citizens Service</b>	800-852-3456
<b>HICEAS</b> <i>(Health Insurance Counseling, Education Assistance)</i>	800-852-3388
<b>Legal Services Advice Line</b> (for Manchester residents only)	888-353-9944 or TTY: 800-634-8989 603-624-6000
<b>Medicaid Information</b>	800-852-3345
<b>Medicare Claims Information</b>	800-447-1142
<b>Medicare Quality of Care</b>	800-772-0151
<b>New Hampshire Help Line</b>	800-852-3388
<b>NH Hospital Association (Living Will Information)</b>	603-225-0900
<b>NH ServiceLink Network</b>	866-634-9412
<b>Poison Center Helpline</b>	800-222-1222
<b>Senior Companion Program</b>	800-856-5525
<b>Social Security Administration</b>	800-772-1213
<b>Veterans Council</b>	800-622-9230 or 603-624-9230

## Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page seven of *Aging Issues*. You may also contact Tom Menard at BEAS (**1-800-351-1888, Ext. 4690**).

<b>BELKNAP COUNTY</b> Mary Frost Gilford <b>524-2974</b>	<b>HILLSBOROUGH COUNTY</b> (Greater Nashua) Kay Noel Nashua <b>882-5502</b>
<b>CARROLL COUNTY</b> Dorothy Solomon Albany <b>447-1199</b>	<b>MERRIMACK COUNTY</b> Jacqelyne Jennings, Co-Chair Bow <b>224-1710</b> John Hoar, Co-Chair Barnstead <b>776-1055</b>
<b>CHESHIRE COUNTY</b> James Beeler Keene <b>357-3800</b>	<b>ROCKINGHAM COUNTY</b> Bruce Montville Barrington <b>664-9827</b>
<b>COOS COUNTY</b> Suzanne Kearns, Co-Chair Berlin <b>752-3010</b> Dona Larsen, Co-Chair Berlin <b>752-1100</b>	<b>STRAFFORD COUNTY</b> Becky May, Co-Chair Rochester <b>740-9594</b> Darlene Smith Dover <b>742-7406</b>
<b>GRAFTON COUNTY</b> Dana Michalovic, Co-Chair Lebanon <b>448-1558</b> Wes Gardner, Co-Chair Plymouth <b>536-1144</b>	<b>SULLIVAN COUNTY</b> Bunny Perry, Acting Chair Newport <b>863-1146</b>
<b>HILLSBOROUGH COUNTY</b> (Greater Manchester) Beverly Arel, Co-Chair Bedford <b>472-8341</b> Helen Zarnowski, Co-Chair Bedford <b>622-8405</b>	<b>NO. COUNTY SR. ACTION</b> Dona Larsen Berlin <b>752-1100</b>

## State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. Call **1-800-351-1888, Ext. 8772** for more information.

<b>Hon. Peter Batula</b> 12 Paige Drive Merrimack 03054-2837 <b>424-6091</b>	<b>Dr. Mendon MacDonald</b> (Chairman) 73 Schoolhouse Hill Road Gilford 03246 <b>524-2515</b>
<b>Kenneth Brooks</b> 49 Technology Drive, Apt. #57 Bedford 03110 <b>647-4240</b>	<b>Margaret “Marge” McClellan</b> 1156 West Milan Road Milan 03588 <b>449-2014</b>
<b>Hon. Robert Chabot</b> 73 Joseph St. Manchester 03102 <b>625-5617</b>	<b>Robert Montgomery</b> 24 Mountain Road, 3C Goffstown 03045 <b>497-3992</b>
<b>Violet Constant</b> 28 Portsmouth Street Concord 03301 <b>225-5443</b>	<b>Judith Pilliod</b> 504 Province Road Belmont 03220 <b>524-3047</b>
<b>Darwin Farber</b> 12 Meadowood Drive Exeter 03833 <b>772-4341</b>	<b>Susan Presby</b> 83 Elm Street Littleton 03561 <b>444-0335</b>
<b>Robert Forsing</b> 12 Green Road Raymond 03077 <b>895-9451</b>	<b>Dorothy Solomon</b> Box 993 Albany 03818 <b>447-1199</b>
<b>Owen Houghton</b> 262 Nutting Road Jaffrey 03452 <b>532-6970</b>	